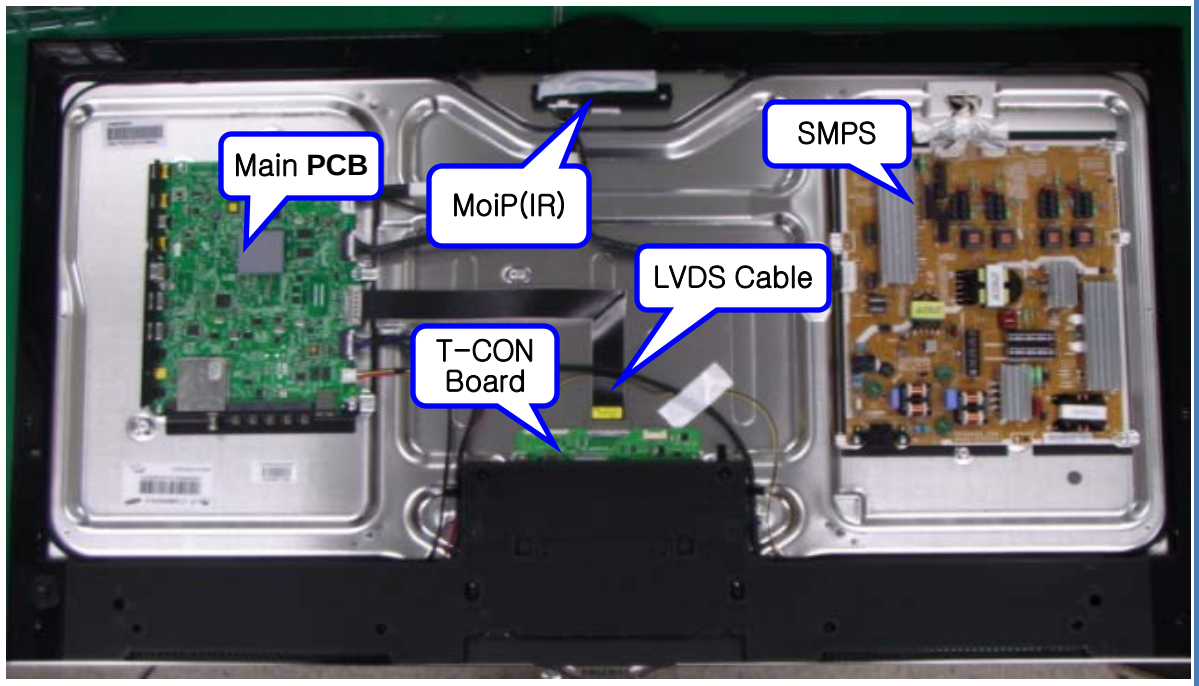


Service Bulletins

ASC20120402001

SUBJECT: Issue with the Wake on Voice (WoV) Command for 2012 Smart Interaction TVs.
SYMPTOM: TV turns on by itself or doesn't turn on by voice command.
REPAIR: Please check the firmware version. If the version is lower than 1012.0, have the customer upgrade to version 1012.0 or higher.

Part No.	Description
BN94-05566A	ASSY PCB MAIN;UE7X,E7000
BN95-00581D	ASSY T CON;LSJ460HQ02-E,FHD 240HZ(F/W)
BN95-00619A	PRODUCT LCD-AMLCD;7K ,LTJ460HQ10-V,8BITS
BN96-16798F	ASSY SPEAKER P;6OHM,4PIN,10W,E7000/8000
BN96-21431B	ASSY BOARD P-RF-MODULE;BLUETOOTH MODULE,
BN96-21870A	ASSY COVER P-MIDDLE;UE7000 46,UO,MABS+PM
BN96-21943A	ASSY COVER P-REAR;UE8000,46,UO,PCM T0.4,
BN96-22239L	ASSY CABLE P-FFC;UN46ES8000GXZD,FFC,0.5M
BN96-22665A	ASSY MISC P-CAMERA MODULE;KITE-LED 7000,
BN96-22726A	ASSY BOARD P-5WAY SWITCH FUNCTION;E7000/
BN96-22876A	ASSY BLU P;UN46ES7000FXZA,M12-8000,WHITE
BN94-05566A	ASSY PCB MAIN;UE7X,E7000
BN95-00581D	ASSY T CON;LSJ460HQ02-E,FHD 240HZ(F/W)
BN95-00619A	PRODUCT LCD-AMLCD;7K ,LTJ460HQ10-V,8BITS
BN96-16798F	ASSY SPEAKER P;6OHM,4PIN,10W,E7000/8000
BN96-21431B	ASSY BOARD P-RF-MODULE;BLUETOOTH MODULE,
BN96-21870A	ASSY COVER P-MIDDLE;UE7000 46,UO,MABS+PM

Support Information

HELP: (888)751-4086 (Tech Support)

GSPN
http://gspn3.samsungcsportal.com/

http://my.plus1solutions.net/clientPortals/samsung

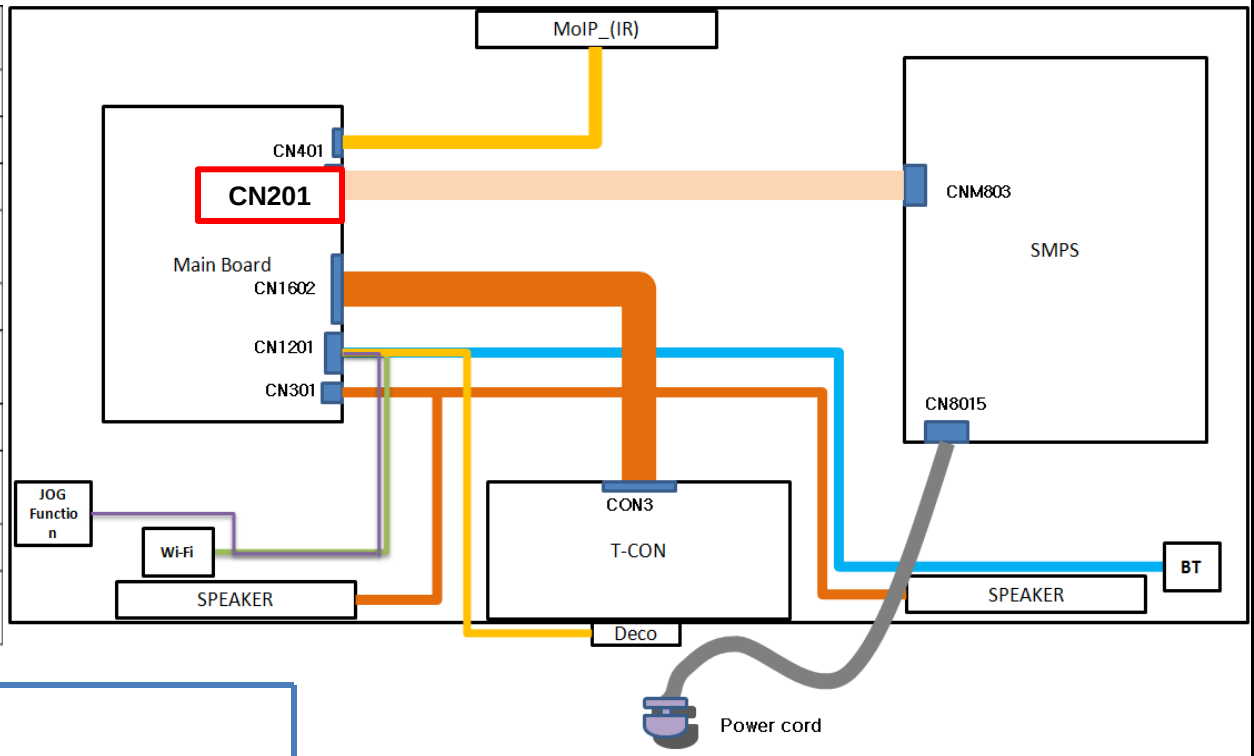
HOT TIPS
Power On Problems: (see page 2)
Video Problems: (see page 3)

FIRMWARE

5/25/2012
(1018.2)

Description:
-Supports Samsung wireless Audio Dock
-Enhances Voice Recognition feature
-Change the TV Power On command from ''Hi TV'' to ''Hi TV Power On'' or ''Smart TV'' to ''Smart TV Power On.''

CN201(POWER)			
1	B5V_PW	11	B13V_PW
2	SW_POWER_OUT	12	B13V_PW
3	B5V_PW	13	B13V_PW
4	A5V_PW	14	PWM_DIMMING_TCON1_BUFF
5	GND	15	GND
6	GND	16	PWM_DIMMING_TCON2_BUFF
7	B13VS_PW	17	OVD_ON_OFF
8	GND	18	PWM_DIMMING_TCON3_BUFF
9	B13VS_PW	19	OVD_LEVEL
10	B5V_PW_1	20	PWM_DIMMING_TCON4_BUFF



Power-Up Sequence (CN201):

1. **Standby Voltage:** **Pin 4 (5Vdc)**
2. **Power-ON:** **Pin 2 (Low-Hi voltage transition)**
3. **Low Voltages:** **Pin 1, 3, 7, 9, 11, 12, 13**
4. **Backlight On:** **Pin 10 (5Vdc)**

Forced Backlight-On Mode:

1. **Disconnect Power Cord**
2. **Disconnect wire harness from CN201**
3. **Re-Connect Power Cord**
4. **LED Backlight should immediately turn on**

NOTE: If LED backlight fails to come on, place a jumper wire between Pin 2 and Pin 4 and try again

TROUBLESHOOTING VIDEO PROBLEMS

1. Verify Video Operation

a) Customer Picture Test (models available)
b) "On Screen Display" (If OSD ok, source is suspected)
c) Substitute with known good Source (external DVD or Signal Generator)

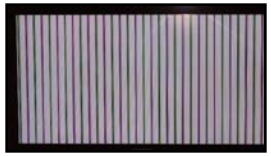
2. Use Test Patterns in Service Mode

a) Select an active source signal (HDMI preferred). Test Pattern may rely on signal source to appear.
b) Using customer remote: Mute+1+8+2+Power
c) Using factory remote: Info+Test

ON SCREEN FAILURE EXAMPLES:

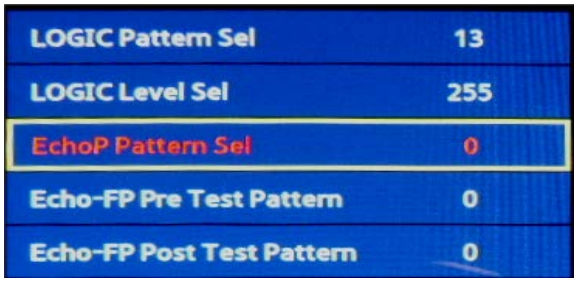
If Picture & Display errors, its likely a defective Main Board, LVDS, or T-CON

Green lines or a green screen likely caused by a defective main board, LVDS, or T-CON



Vertical or Horizontal Lines are likely a defective panel, but also T-CON, LVDS, or Main Board. Use Test Patterns in Factory Service Mode to determine error location

Pixelization can be caused by the main board, but is more commonly a source error



Main Board Patterns Test
Select: EchoP Pattern Sel

T-CON Patterns Test
Select: T-CON Test Pattern

2011 LED TV Test Patterns

1. **Select an active source signal (HDMI preferred). Test Pattern may rely on signal source to appear.**
2. **Access Service Mode**
3. **Access SVC**
4. **Access Test Patterns**
5. **Access Echo-P** (located on Main PCB)
6. **Check Test Patterns**
7. **If OK, suspect input Source**
8. **Access SOC T-CON** (located on T-CON Board)
9. **Check Test Patterns**
10. **If OK and Echo-P was not good, suspect Main Board or LVDS Cable**

ALIGNMENTS:

1. Check/Set Option Bytes
2. Check/Perform Firmware upgrade for all repairs
3. Perform reset in Service Mode
4. Inform customer all settings will reset if Main PCB is replaced

To enter Factory Mode:

- If you do not have Factory remote - control

MUTE → 1 → 8 → 2 → Power On

- If you have Factory remote-control

INFO → Factory

Factory Menu Name	Data
Factory Reset	-
Type	46A2UF0E/55A2UF0E/60A2UF0E
Local set	US
Basic Model	UES7500
SVC Model	7500
TUNER	ECHO-CV
Ch table	NONE
Front Color	U-MOIP

Option Bytes

Software Upgrade:

Software Upgrade can be performed by network connection or downloading the latest firmware from "***www.samsung.com" to a USB memory device.***

By USB

Insert a USB drive containing the firmware upgrade file. **DO NOT** disconnect the power or remove the USB drive until upgrades are complete. The TV will be turned off and on automatically after completing the firmware upgrade. When software is upgraded, video and audio settings you have made will return to their default settings.

NOTE: The displayed menu may differ depending on the model.

By Online

Upgrades the software using the Internet.

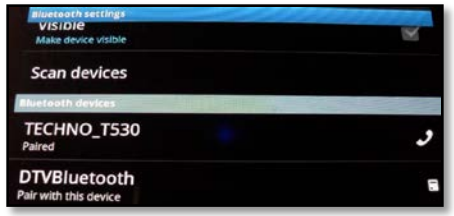
First, configure your network. If The internet connection doesn't operate properly, connection can be broken, please retry downloading. If the problem still happens, download by USB and upgrade.

- Standby mode upgrade(Off/On)

A manual upgrade will be automatically performed at selected time. Since the power of the unit is turned on internally, the screen may be turned on slightly for the LED product. This phenomenon may continue for more than 1 hour until the software upgrade is complete.

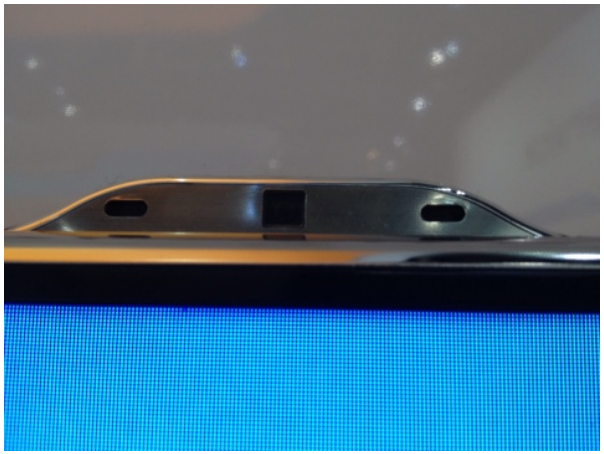
Testing Bluetooth Operation (3D glasses and Smart Remote):

Bluetooth communication will automatically activate when the TV is turned on. To test, use a cell phone with Bluetooth capabilities, and "SCAN for devices". If Bluetooth communication is working properly, "***DTVBluetooth"*** will appear on the phone. If not, suspect Main PCB, or Bluetooth module is defective.



Message on Cell Phone

Camera/Microphone Troubleshooting



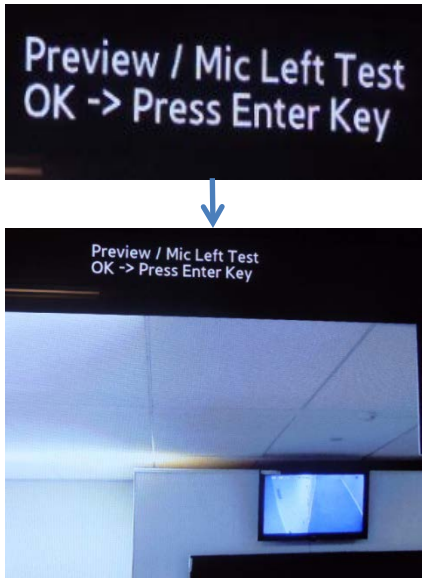
1. Enter Test Mode:
   - TV Power On
   - Using Standard Remote Control
   - Press: Mute+5+6+9+Exit

2. Speak into (Left) Mic
Verify its OK with sound from speakers

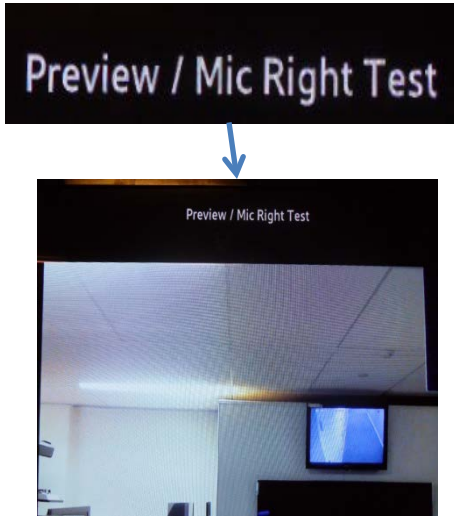
3. Press Enter

4. Speak into (Right) Mic
Verify its OK with sound from speakers.

5. Press Exit
"Preview Test OK" only
Indicates test completed.
Not that no error exists



Camera & Left Mic Activated



Camera & Right Mic Activated